



pitney bowes 

Introducing the Pitney Bowes Intelligent Lockers

A smart, contactless solution that enables customers to pick up their packages in seconds – at their convenience.

Open a new world of retail delivery:

- Higher customer satisfaction with enhanced pickup experience
- Greater theft protection
- Improved staff productivity with an automated pickup process



What it is

Streamlined transfer of goods | Secure automated storage

Contactless Delivery: Pitney Bowes Intelligent Lockers are the right solution for right now.

Imagine a cost-effective way to deliver what today's retail customers are looking for:

- Quick, effortless pickup of prepaid goods ordered from store or online
- A completely contactless delivery
- No waiting for a store associate
- Risk of lost items dramatically reduced
- Items held in a safe, secure manner
- Automatic notification for pickup
- Expanded pickup convenience – up to 24/7 for outdoor installations

Provide your customers with the speed, safety and convenience they seek when picking up items they've bought.

¹ Digital Commerce 360, "BOPIS is the Next Wave of Ecommerce. Are You Ready?", article by Alex Soncini, 02/18/2020



50%

of customers said they decided where to buy a product online based on whether they can pick it up in store.¹



By offering contactless delivery, your store will be viewed as more health conscious and safety minded.

What it does for you

Drives traffic to your store | Improves customer satisfaction
Makes you a preferred retailer

Pitney Bowes Intelligent Lockers differentiate you from your competition.

Set yourself apart from other retailers by providing a contactless delivery and an enhanced customer experience.

- Create a high-traffic destination point in your store
- Increase shop time by attracting more customers to your location
- Generate more impulse purchases
- Increase staff efficiencies with automated processing
- Reduce storage space for customer pickups and returns
- Receive a time-stamped receipt of pickup

The Intelligent Lockers provide many benefits for retailers, including improving your bottom line.



Over **80%** of customers who use BOPIS (Buy Online, Pick-Up in Store) shop for other things while they're in-store to pick up their orders.¹



Use the Intelligent Lockers to drive traffic and increase store visits. Leverage them as a prime area to showcase new merchandise.

¹ Digital Commerce 360, "BOPIS is the Next Wave of Ecommerce. Are You Ready?", article by Alex Soncini, 02/18/2020

How it works

Your software solution or ours | Local based or Cloud based

Pitney Bowes Intelligent Lockers can integrate with your current point-of-sale and inventory systems.

The Intelligent Lockers come with management system intelligence. Our platform natively provides item tracking and locker management, as well an API infrastructure. This enables it to easily integrate with your inventory and point of sale systems. To give you a better idea of the process, here's a general overview:

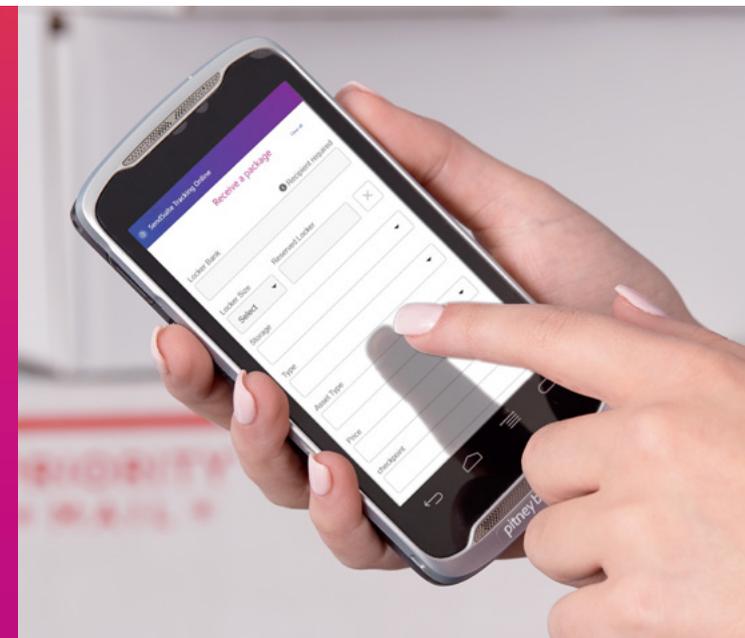
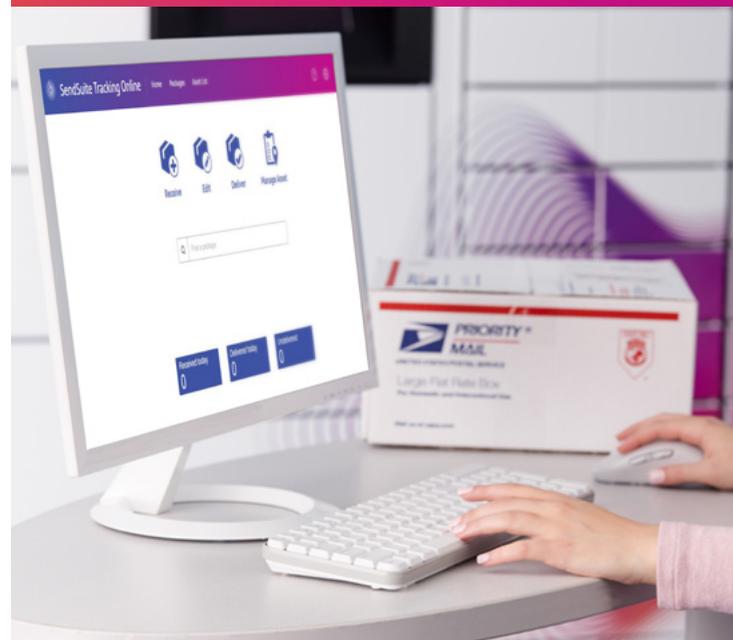
- The inventory management integration tool assesses your system workflow and confirms merchandise inventory
- Items are automatically assigned a locker based on size
- Store employee loads the items into the assigned lockers
- Customer is automatically notified via email and/or text that their items are ready for pickup
- Customer unlocks the locker door using a unique PIN code sent to their phone
- The system records and confirms the customer pickup

In short, the Intelligent Lockers deliver an end-to-end solution with precise accountability at every step.

¹ TotalRetail, "Why 2019 Will Be the Rise of BOPIS", article by Dan Nevin, 04/23/19



Nearly **65%** of customers use BOPIS to avoid shipping costs. **37%** use it to get their orders faster.¹



The Intelligent Lockers integrates with your current store systems to provide critical analytical data at each location in real time. This stream of information improves locker management and efficiency.

Ask about our recent installations.

How it can be configured

Modular components | Customized solutions
Customer centric and ADA compliant

Design an installation that works for your floor space, transport logistics and package sizes.

Our approach to designing an Intelligent Locker installation is, well, intelligent. You can easily customize them for each store location. They're anchored by a Main Column that contains a touchscreen control panel. You simply add more storage columns depending on your space and needs.

- Installs quickly and integrates easily
- Configures for walls, corners, flush mounting and back to back
- All-weather models available for outside installation
- Expands easily. Add more lockers as customer demand grows

Even for a small footprint, the Intelligent Lockers are a smart update. They enable customers to pick up their purchases without waiting in line or interacting with a store employee.

37%

more BOPIS orders were placed during 2019 holiday season than the year before.¹

The Intelligent Lockers are made in the USA using rugged, all-steel high-gauge materials. They resist break-ins and are designed for years of exceptional service.

Example locker layouts

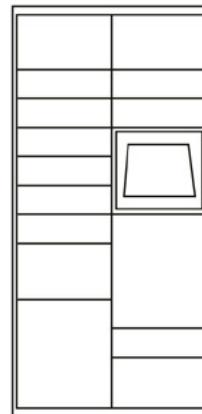


ALCOVE INSTALLATION

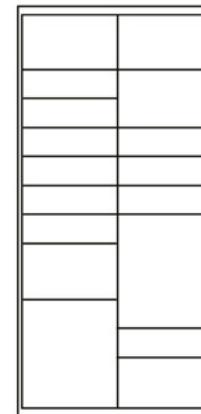


STANDARD INSTALLATION

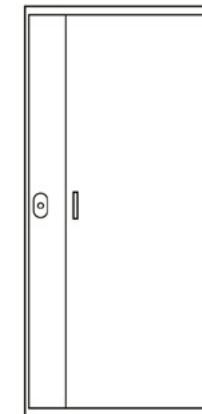
Example modules and configurations



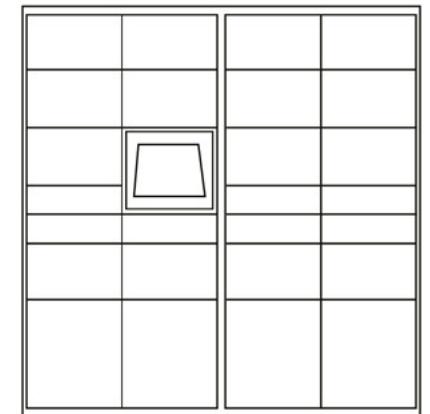
MAIN



ADD-ON



OVERSIZED



TYPICAL CONFIGURATION

¹ Coresight Research, article "Why Do US Shoppers Use BOPIS?," 07/08/19

Look: Amplify your brand identity

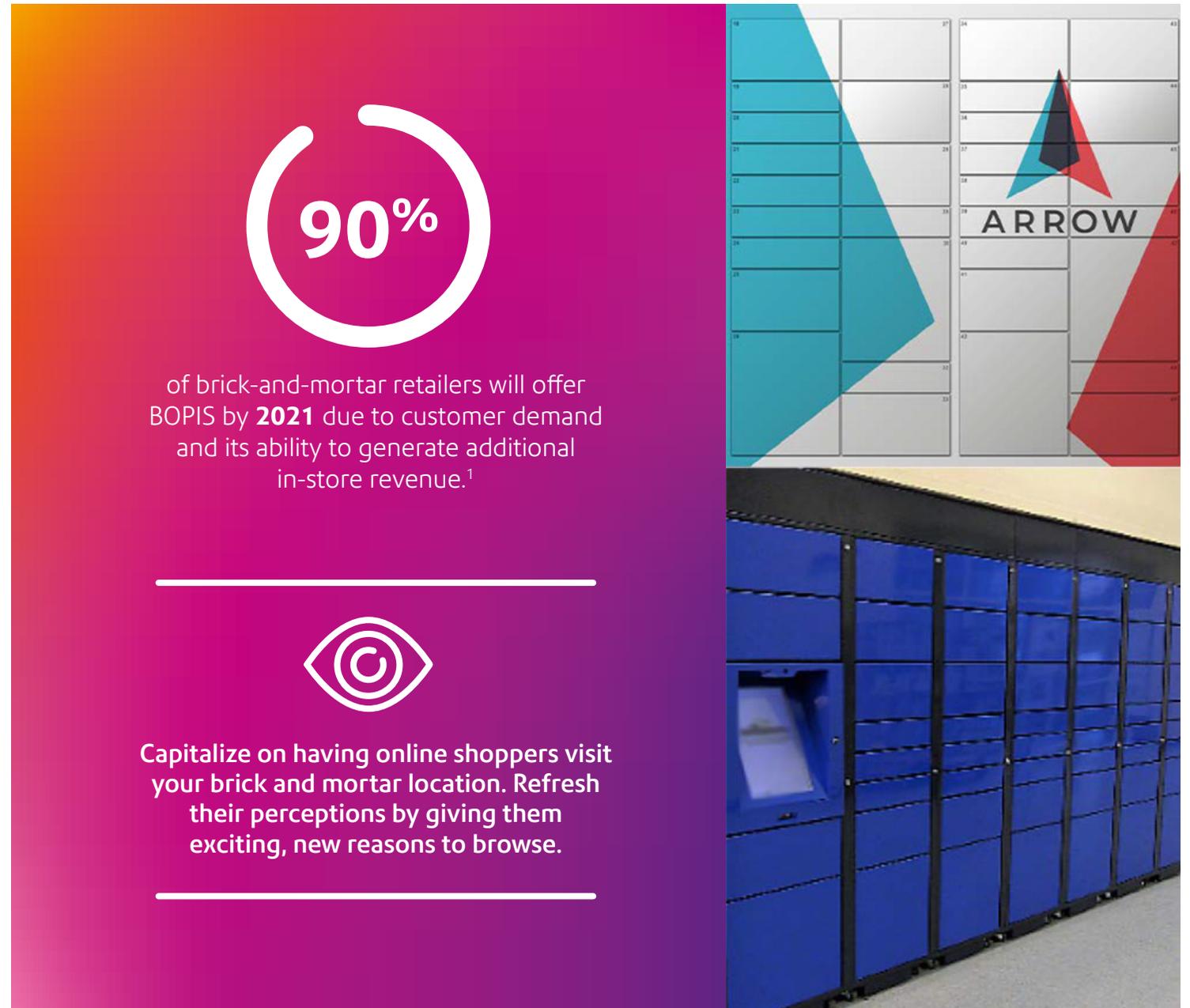
Corporate colors | Brand logos | Custom messaging

Pitney Bowes Intelligent Lockers are a real-life interactive site for customers.

Use the Intelligent Lockers as a communications vehicle for your brand. They're like a large, retail billboard that's always getting a fresh flow of customer traffic.

- Promote upcoming sales and special events
- Reinforce corporate brand messaging
- Strengthen customer purchase satisfaction
- Display a compelling, limited-time offer for in-store
- Install lockers inside or outside

Tap your imagination to make the Intelligent Lockers vibrant and appealing. Select from a colorful array of powder coated finishes. Create designs that complement your environment and reflect your brand personality.



90%

of brick-and-mortar retailers will offer BOPIS by **2021** due to customer demand and its ability to generate additional in-store revenue.¹

Capitalize on having online shoppers visit your brick and mortar location. Refresh their perceptions by giving them exciting, new reasons to browse.

¹ Digital Commerce 360, "BOPIS is the Next Wave of Ecommerce. Are You Ready?", article by Alex Soncini, 02/18/2020

Look at all it does

Contactless delivery | Precise accountability
Greater staff efficiency

68% of U.S. consumers have used BOPIS multiple times.¹ Intelligent Lockers are your one-stop solution for self-serve pickup.

Improve your customer experience as well as your business operations with the Intelligent Lockers. Gain valuable information and analytics that focus on the chain of custody for client orders, from start to finish.

No one has more experience in automated tracking and delivery than Pitney Bowes. Find out how the Intelligent Lockers open a new world of intelligent solutions to help your retail business succeed.



¹Business Insider, "Almost 70% of US Consumers Use BOPIS," article by Gregory Magana, 02/22/2019

Why choose Pitney Bowes for Intelligent Lockers

We remove the complexity of commerce with our innovative technology solutions that power billions of transactions all over the world.

We'll be here when you need us. We've stood the test of time for 100 years. Yet, we haven't stood still. Our innovative technology is ever evolving to provide customers with solutions that fit their needs today — and scale easily for future growth. As an end-to-end solution, our Intelligent Lockers combine the benefits of physical locker strength with the advantages of our latest receiving cloud/on-premise software. In short, you get a complete solution, backed by the award-winning service and expertise of Pitney Bowes.

#1

Pitney Bowes has earned the number one ranking in both the International Ecommerce Services category and the Fulfillment Services category in *Internet Retailer's* **2019 Leading Vendors to the Top 1000 E-Retailers** report.



To learn more, contact
your Pitney Bowes
representative.

[pitneybowes.com](https://www.pitneybowes.com)

United States

3001 Summer Street
Stamford, CT 06926-0700

For more information,
visit us online: [pitneybowes.com](https://www.pitneybowes.com)